

EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING
Held at Homer Township Training Complex
Midland, Michigan
December 12, 2001

10:00 a.m.

MINUTES

MEMBERS PRESENT	REPRESENTING
Lt. Col. Stephen Madden, Chair	Department of State Police
Mr. Paul Rogers, Vice Chair	National Emergency Number Association
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. John Buczek	Fraternal Order of Police
Mr. Bill Charon, representing Mr. Ralph Gould	Michigan Communication Directors Association
Mr. Hugh Crawford	Michigan Association of Counties
Ms. Kelly Fennell	Telecommunications Association of Michigan
Sheriff Dale Gribler	Michigan Sheriffs' Association
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Mr. Ed Hosmer, representing Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Mr. Scott Temple	Commercial Mobile Radio Service
Sgt. Mark Thompson	Michigan State Police Troopers Association
Chief Paul Trinka	Michigan Association of Fire Chiefs

MEMBERS ABSENT	REPRESENTING
Mr. James Bartholomew	Michigan Association of Chiefs of Police
Mr. Robert Struck	UP Emergency Medical Services Corp.
Vacant	Public Member, Senate Appointed

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 10 a.m.

APPROVAL OF MINUTES

MOTION to approve the minutes of the September 26, 2001, ETSC meeting. A vote was taken and the MOTION CARRIED unanimously.

REPORTS

A. REPORT OF THE CHAIR

Public Member Vacancy

The Senate Public Member seat remains vacant since the resignation of Chief William Corbett. Correspondence was sent to the Senate Majority Leader on July 25 and October 3, 2001, requesting a new appointment be made. A staff member of the Michigan State Police Executive Division will be asked to make one more contact with the Senator's office.

Letter to Verizon

In October correspondence was mailed from the ETSC chair to Mr. Anthony James, procurement counsel for Verizon Wireless, regarding Midland County's request for implementation of wireless enhanced 9-1-1 service. Since that time, Midland County Central Dispatch has been contacted by Verizon Wireless and implementation has begun. They anticipate the cutover to Phase I before the end of the year. Ms. Hensel

thanked the ETSC and Mr. Scott Temple for their assistance in moving this issue forward and expressed hope that other PSAPs in Michigan will benefit from these efforts.

Response from Auditor General and Subsequent Contact with Auditor General's Office

Correspondence was received from the Auditor General's office apologizing for their oversight of the ETSC's December 21, 1999, request for a liaison to assist in protecting the interests of the State and the ETSC. Although they appreciated the invitation to participate, they declined the request due to a conflict of interest with their responsibilities to audit the Commercial Mobile Radio Service Emergency Telephone Fund.

Lt. Colonel Madden advised that he has spoken with Ms. Karen Bosworth of the Auditor General's staff regarding when county audits may occur. She advised the Auditor General's office will likely begin this process in the spring of 2002.

TTY Inquiry from Family Independence Agency (FIA)

The Family Independence Agency sent an inquiry to the ETSC asking if all 9-1-1 centers are TTY accessible as required by the American Disabilities Act (ADA). FIA is in the process of updating its directory and was considering eliminating the seven-digit numbers currently listed for 9-1-1 centers. After consultation with ETSC members, FIA was advised that 9-1-1 is not available statewide and, further, that there are non-emergency occasions when it is appropriate for the deaf and hearing impaired to use the seven-digit numbers to contact 9-1-1 centers for services.

Under ADA rules, all dispatch centers are required by law to have TTY equipment on site and personnel trained at every work station to accept these calls. The law requires 9-1-1 centers to provide the same level of service to the deaf as the hearing public. Mapping of location requirements are also the same for TTYs as they are for wireline and wireless phones. Additional information on ADA rules can be located at www.usdoj.gov/crt/ada/adahom1.htm.

Status of \$.03 Fund

The Request for Proposal (RFP) is complete and has been approved by Rep. Ken Bradstreet, Chair of the House Energy and Technology Committee. Oversight responsibilities have been assigned to Ms. Pat Nummer of the Michigan State Police Communications Division. Ms. Nummer will serve on the Joint Evaluation Committee (JEC). Other members of the JEC are Mr. John Hunt and Ms. Suzan Hensel of the ETSC; F/Lt. Shirley Razmus of the Michigan State Police; Ms. Maritza Garcia-Strong of the Department of Management and Budget (DMB) Office of Purchasing; and Mr. Mark Lawrence of DMB Office of Information Technology.

The RFP will be finalized and put out for bids in the very near future. It is uncertain at this time whether the project can be completed in time to present the final list of prioritized projects to the Legislature before the end of session in May or June 2002.

Lansing State Journal Article

The Lansing State Journal printed an article in its October 24 edition regarding an individual who was billed for an emergency response he did not request. The man's vehicle blew a radiator hose while he was traveling on U.S. 127. The man was able to fix the problem himself. However, a well-meaning motorist passing by called 9-1-1 on their wireless phone. Because the fire department responded, the township billed the man \$300 even though he did not personally request or need their service. The township's position is that because it purchases its fire protection from another agency, it must in turn collect the money from the person for whom the run was made and that auto insurance policies often cover fire runs. The issue of charging for public safety services has been discussed by the ETSC in the past. It was asked if any committee or audience member had further information to offer on this matter. None was offered.

County Distribution to Date

A copy of the distribution of wireless funds to counties was distributed for informational purposes. NOTE: A revised copy of the distribution list has been attached to these minutes with corrected figures for St. Clair, St. Joseph, Sanilac, Schoolcraft, and Shiawassee counties.

Pending Attorney General Issues

Lt. Colonel Madden has asked the Attorney General's office for direction regarding six issues:

- Kalamazoo County is in the process of establishing a central dispatch authority. The County believes the Urban Cooperation Act of 1967 exempts them from having to comply with Section 484.1320 of P.A. 32 of 1986, as amended, which requires counties to create an emergency telephone district board if they create a consolidated dispatch within an emergency telephone district after March 2, 1994. The AG has been asked to review this position.

- Is it appropriate for counties to utilize a portion of their wireless funds for "administrative fees" and, if so, what percentage is proper?
- Can MSP request Phase I service, enter into non-disclosure agreements with CMRS suppliers, etc?
- Is CDPD subject to the wireless E9-1-1 surcharge?
- Who is responsible for ensuring 9-1-1 funds are spent appropriately (auditing issue)?
- Can a third party vendor submit for cost recovery if they provide essential wireless E9-1-1 implementation services to PSAPs and CMRS suppliers?

Information will be provided to the committee on each of these issues as responses are received from the Attorney General's office.

Other Issues

The Michigan State Police has ordered a copy of the 2002 NENA Status Report and Resource Guide for use by the ETSC.

The City of Detroit implemented Phase I on December 3, 2001. Communication is occurring and progress is being made in the Conference of Western Wayne.

B. DISPATCHER TRAINING SUBCOMMITTEE REPORT

The Dispatcher Training Subcommittee met this morning and submitted revised Training Distribution Form 101 and a new form Worksheet 101W where primary PSAPs will be required to list employee information/hours worked in 2001.

MOTION by Mr. Nystrom, seconded by Ms. Moore, to adopt the revision of form ETSC-101 to include form ETSC-101W, Dispatcher Training Registration Eligible Employee Worksheet for Calendar Year 2001. ETSC forms 101 and 101W must be completed by any primary PSAP that requests training funds. Included on form ETSC-101W will be employee's name, social security number, job title, full or part time and regular hours paid. A revised comprehensive instruction sheet will accompany the forms. MOTION CARRIED unanimously.

The new forms will be distributed to all PSAPs prior to the end of this year. Deadline for submission is February 14, 2002.

The listing of 33 Michigan Commission on Law Enforcement Standards (MCOLES) approved dispatcher training courses is available for viewing on the ETSC web site. PSAP directors are asked to contact vendors and training groups in their area and encourage them to submit courses for MCOLES approval.

C. CMRS SUBCOMMITTEE REPORT

Five quarterly reports have been received from CMRS suppliers with information on their wireless implementation status. Some suppliers reported they have not yet received Phase I requests from certain counties. Those counties have been contacted and advised to submit Phase I requests. The CMRS quarterly report is available for viewing on the ETSC web site.

The Department of Treasury has reported that some CMRS suppliers have failed to reduce their surcharges from \$.55 to \$.52. The ETSC is working with the Department of Treasury to notify these companies of the sunset of the \$.03 portion.

D. POLICY SUBCOMMITTEE

Policy C, Procedures for Cellular Telephone Callers Reporting an Incident in Progress:

The subcommittee has been unable to establish a quorum to address this policy revision. The Michigan Communications Directors Association has offered input and will work with the subcommittee on revised recommendations for presentation at the next ETSC meeting.

Those interested in serving on the Policy Subcommittee are asked to send a written request to Mr. John Hunt, chair of the subcommittee, to include a summary of their qualifications.

E. LEGISLATIVE ACTION SUBCOMMITTEE REPORT

A draft letter to counties and a form to capture information for the 2002 Annual Report to the Legislature were submitted for approval.

MOTION by Lt. Colonel Madden, seconded by Ms. Hensel, to distribute to counties the letter and standardized form for reporting county information for the 2002 Annual Report to the Legislature.

A discussion ensued regarding the dates for data collection to be submitted by the counties considering the differences in their fiscal year end dates.

MOTION by Mr. Rogers, seconded by Mr. Crawford, to AMEND MOTION to specify dates for collection of information to be for the preceding calendar year. MOTION CARRIED unanimously.

NENA and APCO have been approached to create/amend legislation to provide communities with PBXs to identify locations of callers. Model legislative wording has been received. This issue was referred to the Legislative Action Subcommittee for discussion at its next meeting.

Clinton County reported they currently have a PBX that is working well; however, it is costly—approximately \$20,000 per switch. An audience member reported that Illinois currently has a system in place that is not working because the state statute does not provide the power to compel PBX suppliers to comply. This is both a wireline/wireless issue.

Mr. Al Kear from Verizon volunteered to provide the committee with copies of current legislation from other states.

F. RECERTIFICATION SUBCOMMITTEE

County final plans are being reviewed to determine which are in compliance for third-year certification. Many of those counties which do not have appropriate paperwork on file with the ETSC have submitted tentative plans, but failed to submit final hearing paperwork. A few counties amended their 9-1-1 plans but did not follow the technical legal requirements and are now redoing the process. Members of the Recertification Subcommittee will make contact with those counties that have not yet responded to the ETSC's request for information.

The Recertification Subcommittee will review the status of county compliance and make its recommendations at the next ETSC meeting.

It is believed there may be one or two counties that accepted first and/or second year wireless distributions but are not going forward with Phase I implementation. At some point in the future, the ETSC will decide if the counties will be required to repay the funds and the mechanism for doing so.

DISCUSSION

A. STATE 9-1-1 COORDINATOR JOB SPECIFICATIONS

The Michigan Communication Directors Associations offered a first draft of job specifications for the position of statewide 9-1-1 coordinator. Lt. Colonel Madden suggested the specifications include public relations and that a background check be part of the hiring process. Others may offer written comments or suggestions by forwarding them to Ms. Linda Cwiek. A compilation of information received will be forwarded to MCDA for review and incorporation into the draft.

B. MCDA ISSUE: TELEPHONE ACCESS TO 9-1-1

There seems to be an increase in the number of citizens relying solely on wireless 9-1-1 telephones for accessing emergency services without ensuring their phones will work in all areas of their homes. MCDA requests the ETSC develop an advisory bulletin to be used on a local basis to advise citizens of this issue and encourage them to test their wireless telephones in different locations before relying on them.

Discussion followed. This concern is not limited to wireless phones as the potential exists for cordless phones to cut out in some locations as well. It was pointed out that it would be impractical to suggest the public test their phones by dialing 9-1-1, particularly in metropolitan areas.

Some organizations are asking people to donate their old wireless phones for distribution to victims of domestic violence, the elderly, and others for use in contacting 9-1-1. What is not publicized is the fact that these phones have no call back number or function and the dispatch center has no way of knowing who called should they be unable to speak or the line get disconnected.

MCDA was instructed to draft a formal proposal for ETSC review, should they be interested in pursuing this further.

PUBLIC COMMENT

Section 408 (the wireless surcharge language) of the emergency telephone service enabling act will sunset on January 1, 2004. This will be discussed at the next Legislative Action Subcommittee meeting. Also on the agenda will be the issue of surcharge for prepaid wireless phones. Those having an opinion as to whether the ETSC should pursue a surcharge on prepaid phones are asked to forward their comments to Ms. Cwiek. Other suggested agenda items for the Legislative Action Subcommittee should be forwarded to Ms. Cwiek and should include an explanation of the issue and the writer's position. St. Clair County, Illinois; Lake County, Indiana; and the State of Rhode Island have implemented Phase II at this time.

NEXT MEETING

Wednesday, March 13, 2001, 10 a.m. Ms. Kelly Fennell volunteered to host the meeting. The meeting location has yet to be determined.

Elections of the ETSC chair and vice-chair will be held at the next meeting. Any committee member interested in serving as chair or vice chair is asked to contact Ms. Cwiek prior to the March meeting.

Known membership changes include: Ms. Christina Russell will be replacing Mr. Ralph Gould as the MCDA representative. The committee would like to thank Mr. Ralph Gould for his service to the committee in 2001.

The meeting adjourned at 11:45 a.m.

Approved:

Lt. Col. Stephen D. Madden, Chair
Emergency Telephone Service Committee